

Office of Legislative Auditor

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Department of Public Safety and Corrections, Public Safety Services Office of Motor Vehicles - Licensing Program



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Louisiana Revised Statute (R.S.) 39:87.3 requires the legislative auditor to provide an assessment of those agencies that are deficient in their capacity to execute the requirements relative to the production of performance progress reports to the Joint Legislative Committee on the Budget. This report gives the results of our examination of the performance data reported for the Licensing Program in the Office of Motor Vehicles within the Department of Public Safety and Corrections, Public Safety Services, for the first quarter of fiscal year 2002.

The significant findings included in this report are as follows:

- The data input, processing and review controls for the Licensing Program are adequate to offer reasonable assurance that the data used to compile the performance indicators are reliable.
- The values for two of the 12 key performance indicators are unreliable.

Sincerely,

Daniel G. Kyle, CPA, CFE
Legislative Auditor

Background

The Office of Motor Vehicles within the Department of Public Safety and Corrections, Public Safety Services, regulates and controls drivers and motor vehicles through the issuance of drivers licenses, motor vehicle licenses, and certificates of title. The Office has one program, the Licensing Program. The mission of this program is to serve people through the administration of motor vehicles registration and drivers license laws in a professional, compassionate and responsive

manner while maintaining a high standard of quality through an innovative approach to customer service. The legislature appropriated \$48,381,645 and authorized 752 positions to this program for fiscal year 2002.

Exhibit 1 on pages 3 and 4 shows the three objectives and 23 performance indicators for this program for fiscal year 2002.

Validity

Are the performance indicators for this program valid?

We determined that all of the performance indicators for the Licensing Program are valid. The validity of a performance indicator is determined by whether it is suitable for its intended use. Factors we used to gauge the validity of a performance indicator include whether it is relevant to the missions, goals and objective of the program and whether it can be linked to a major function of the program.

Two performance indicators concern issuing identification cards, which is authorized by law. However, there is no mention of this activity in an objective, goal or mission of the program.

Management Controls Assessment

Do the internal controls of the department offer assurance that the performance indicators and data are reliable and valid?

The data input, processing and review controls for the Licensing Program are adequate to offer reasonable assurance that the data used to compile the performance indicators are reliable. However, there were no written policies and procedures for the collection, processing or reviewing of performance indicator data. The department is in the process of developing written procedures.

Reliability

Are the performance indicators reliable?

The Licensing Program has 12 key performance indicators. We found the values for two key performance indicators to be unreliable.

- *Percentage of vehicle registration renewals returned and processed via Internet*
- *Percentage of vehicle registration renewals returned and processed via conversant*

The two performance indicators are incorrect because the department divided by the number of invitations **processed** rather than by the number of invitations **mailed**. The *Percentage of renewals processed by mail* is correct because the department divided by the number of invitations mailed. However, to renew by mail, Internet, or conversant, the registrant must have an invitation to renew. Therefore, the percentages should be calculated by dividing by the number of renewals **mailed** rather than the number of renewals **processed**.

Nothing came to our attention that would cause us to question the reliability of the remaining key performance indicators. The department is not yet reporting on another performance indicator, *Number of transactions conducted by Mobile Motor Vehicle Offices* because these vehicles have not yet been acquired.

Exhibit 1
Department of Public Safety and Corrections, Public Safety Services
Office of Motor Vehicles - Licensing Program
Objectives and Performance Indicators
Fiscal Year 2002-1st Quarter

| Objective 1: To reduce the number of walk-in customers by 5% from FY 2001 standard (2,776,737) through the increased utilization of alternative methods for renewal of drivers' licenses and vehicle registrations. | Target | Value Reported |
|---|--|--|
| Performance Indicators: <ul style="list-style-type: none"> • Number of walk-in customers • Percentage of Class D and E drivers' licenses returned and processed by mail • Percentage of Class D and E drivers' licenses returned and processed via Internet • Percentage of Class D and E drivers' licenses returned and processed via conversant • Number of drivers' licenses Class D and E license renewal invitations mailed • Percentage of identification cards returned and processed by mail • Number of identification card invitations mailed • Percentage of vehicle registration renewals returned and processed by mail • Percentage of vehicle registration renewals returned and processed via Internet • Percentage of vehicle registration renewals returned and processed via conversant • Number of vehicle registration invitations mailed • Number of vehicle registration transactions performed by Public Tag Agents • Number of transactions conducted by Mobile Motor Vehicle Offices • Number of vehicle registration/driver license field office locations • Number of field reinstatement locations | 659,475 38% 2% 1% N/A 1% N/A 58% 1.5% 1% N/A 141,700 0 84 21 | 741,191 36% 3.9% 1.8% N/A 4% N/A 56% 4% 2% N/A 175,710 0 86 21 |
| Objective 2: To process suspensions for DWI arrests/convictions and revocations for compulsory insurance violations within an average of 25 working days. | | |
| Performance Indicator: <ul style="list-style-type: none"> • Average turnaround processing time for DWI suspensions and compulsory insurance revocations (in days) | N/A | N/A |

See Notes on next page. →

Exhibit 1 (continued)
Department of Public Safety and Corrections, Public Safety Services
Office of Motor Vehicles - Licensing Program
Objectives and Performance Indicators
Fiscal Year 2002-1st Quarter

| Objective 3: To increase customer service by operating a One-stop Truck Center | Target | Value Reported |
|--|---------------|-----------------------|
| Performance Indicators | | |
| • One-stop Truck Center: Number of customers served | N/A | N/A |
| • One-stop Truck Center: Average customer waiting time for Commercial Drivers License (CDL) transaction (in minutes) | N/A | N/A |
| • One-stop Truck Center: Average wait time for IRP transaction during peak rush months (January-March) (in hours) | N/A | N/A |
| • One-stop Truck Center: Average wait time for IRP transaction during non-peak rush months (April-December) (in minutes) | N/A | N/A |
| • Express Offices: Number of express office locations | N/A | N/A |
| • Express Offices: Number of customers served | N/A | N/A |
| • Express Offices: Average wait time to serve customers (in minutes) | N/A | N/A |

Notes: Key performance indicators are shown in bold.

N/A = Values for supporting performance indicators are required to be reported for only the second and fourth quarters of each fiscal year.

Source: Prepared by legislative auditor staff using data obtained from the Louisiana Performance Accountability System.

Need more information?

Contact Dan Kyle, Louisiana Legislative Auditor, at (225) 339-3800.

A copy of this report is available at our Web site (www.la.state.la.us).

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